

**This policy is underwritten by:**  
**Highway Insurance Company Limited**  
Registered office: Highway House, 171 Kings Road,  
Brentwood, Essex, United Kingdom. CM14 4EJ. Registered in England no. 3730662

## Fleet - Policy Summary

Some important facts about your Fleet insurance are summarised below. This summary does not describe all the terms and conditions of your policy, so please take time to read the policy document to make sure you understand the cover it provides.

This Insurance is governed by English Law. This policy is valid for a calendar year.

Features and benefits included automatically	Significant exclusions or limitations	Policy section Information can be found in
<p><b>Third Party Cover</b> – Third party liability: Unlimited indemnity in respect of death or injury to third parties (including passengers). Limited cover for damage to other people's property.</p> <p><b>Legal Representation and Costs</b> – Reasonable legal costs and expenses for representing the Insured at an inquest or enquiry or defending charges of manslaughter or causing death by dangerous driving.</p> <p><b>Towing</b> - Cover is extended under this section while the insured vehicle is legally towing a caravan, trailer or broken-down vehicle.</p> <p><b>Emergency Medical Treatment</b> – We will pay for emergency medical treatment following an accident involving an insured vehicle.</p>	<p>Applies to all covers.</p> <p>Excludes:-</p> <ul style="list-style-type: none"> <li>Any amount above £5,000,000 for damage to other people's property when caused by an insured commercial vehicle or motorcycle or any amount over £20,000,000 for damage to other people's property when caused by an insured private car and any amount above £5,000,000 for costs and expenses incurred.</li> <li>Loss or damage to the Insured vehicle.</li> <li>Any property in the vehicle.</li> <li>Death or injury to the person driving the insured vehicle.</li> <li>Liability for death, injury or damage when loading or unloading when not on a public road.</li> </ul> <p>We will pay for emergency medical treatment up to the limits specified in the Road Traffic Acts.</p>	1
<p><b>Fire &amp; Theft Cover</b> – We will cover you for the loss or damage to the insured vehicle by fire, lightning, explosion, theft or attempted theft.</p>	<p>Only applies to Comprehensive or Third Party Fire &amp; Theft cover.</p> <p>Must be the insured vehicle for a claim to be made. The maximum amount we will pay is the market value of the vehicle at the time the loss or damage occurred.</p> <p>Excludes:-</p> <ul style="list-style-type: none"> <li>The excess, or any loss or damage up to the amount of the excess, that appears on the schedule.</li> <li>Satellite navigation equipment unless fitted as standard.</li> <li>Loss or damage if the insured vehicle is taken, or driven, by any person who is not an insured driver but is a member of the insured driver's or hirer's family or household.</li> </ul> <p>You must keep your vehicle and its keys safe at all times for a claim to be valid. You must ALWAYS close the doors, windows and lock the vehicle removing the keys. Failure to do so may result in a claim for theft being refused.</p>	2
<p><b>Accidental Damage</b> – We cover the loss or damage to the insured vehicle and standard accessories.</p> <p>Courtesy Vehicle provided whilst an insured private car is being repaired at our recommended repairer.</p>	<p>Only applies to Comprehensive cover.</p> <p>Excludes:-</p> <ul style="list-style-type: none"> <li>Any exclusion or limitation applying to the Fire &amp; Theft section also applies to this section</li> <li>Any damage by fire or theft.</li> <li>Damage caused by frost unless you have taken all reasonable care to prevent it.</li> <li>Tyre damage caused by wear and tear, braking, punctures, cuts or bursts.</li> </ul> <p>Provision of any Courtesy Vehicle is subject to availability.</p>	3

Features and benefits included automatically	Significant exclusions or limitations	Policy section information can be found in
<b>New Car replacement</b> – If, within 1 year you buying an insured private car from new, the vehicle incurs damage that will cost more than 60% of the manufacturers list price then we will replace the insured private car with a new one of the same make, model and specification.	Only applies to Comprehensive cover.  You must be the first registered owner of the vehicle. If a replacement of the same make, model and specification is no longer available the most we will pay is the current market value of the insured private car. We are not liable for any loss arising from the delay of getting the replacement car.  This benefit does not apply if the Policy extends to cover self drive hire.	3
<b>Windscreen and Windows</b> – We pay for the damage to the insured car's windscreen and windows.	Only applies to Comprehensive cover.  There may be a limit to the maximum amount payable dependant on which windscreen repairer or replacement provider you use. We suggest you use our approved provider Highway Glassline (0800 678 1010).	4
<b>Replacement Locks</b> - If the keys, lock transmitter or entry card for the keyless entry system of your insured vehicle are stolen, we will pay up to £750 for the cost of replacing: the door and boot locks, the ignition and steering locks, the lock transmitter or the entry card.	Only applies to Comprehensive cover.  Subject to our being satisfied that that the identity or the location of your vehicle is known to any person who may have the keys, transmitter or entry card.	5
<b>Medical Expenses</b> – Cover for medical expenses for injury to you or your passengers after an accident involving an insured vehicle.	Only applies to Comprehensive cover.  Maximum £150 payment for each person.	6
<b>Foreign Use</b> – Minimum cover automatically extended to member countries of European Union or a Country that follows the EU directives on motor insurance.	No cover applies to any country who is not a member state of the European Union, or a Country that has not agreed to follow the EU directives on motor insurance.	7

Optional cover	Significant exclusions or limitations	Policy section information can be found in
At Underwriters discretion		N/A

### Cancellation

You may cancel this policy by providing confirmation to your Insurance Provider in writing and returning any cover note and/or certificate of insurance. A refund of premium will be made, subject to no claim for indemnity being made under the terms of the policy and the return of the covernote and/or certificate, in accordance with our short period cancellation scale.

### Making a claim

To make any claim please call our Commercial Vehicle Claims (UK) on 0845 337 2671, or for Northern Ireland claims 02890 410 220, as soon as possible following any incident.

For Windscreen and window claims only call 0800 678 1010. Windscreen cover only applies to Comprehensive cover.

### Complaints

We aim to provide a high standard of service but if you are not satisfied with the service you receive you should in the first instance contact the Customer Care Department, Highway Insurance, Highway House, 171 Kings Road, Brentwood, Essex. CM14 4EJ. Telephone: 01277 266376. E-mail [customer-care@highway-insurance.co.uk](mailto:customer-care@highway-insurance.co.uk)

If you remain dissatisfied with the outcome having received our final decision, you may be entitled to ask the Financial Ombudsman Service for assistance, the address of which is South Quay Plaza, 183 Marsh Wall, London E14 9SR. Telephone: 020 7964 1000.

Nothing contained in our complaints procedure will prejudice your rights to take legal proceedings.

### Financial Services Compensation Scheme

Highway Insurance is a member of the Financial Services Compensation Scheme (**FSCS**). In the event Highway Insurance is unable to meet our liabilities to you, that is pay your claim, then we are covered by the **FSCS**. Further information is available on the FSCS web site <http://www.fscs.org.uk>